

Account-Level Users

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Overview

Users at the account level have been given access to a single account, for example the account of their parents or grandparents, or to a few selected accounts. Users at the Account level will log in, and be taken immediately to the Dashboard screen. There are 3 possible user roles at the Account Level: *Account Admin*, *Account Caregiver*, or *Account Communicator*. The content on the screen will vary a little, depending on the user's role, as explained below.

User Levels

Account Admin

An Account Admin user will have access to more features than the other two levels. An Account Admin:

- Has full access to all the Care Menu features for all Residents assigned to the Account
- Can add and edit Residents and Caregivers on the Account
- Can add new users for the Account
- Can receive alerts and notifications.

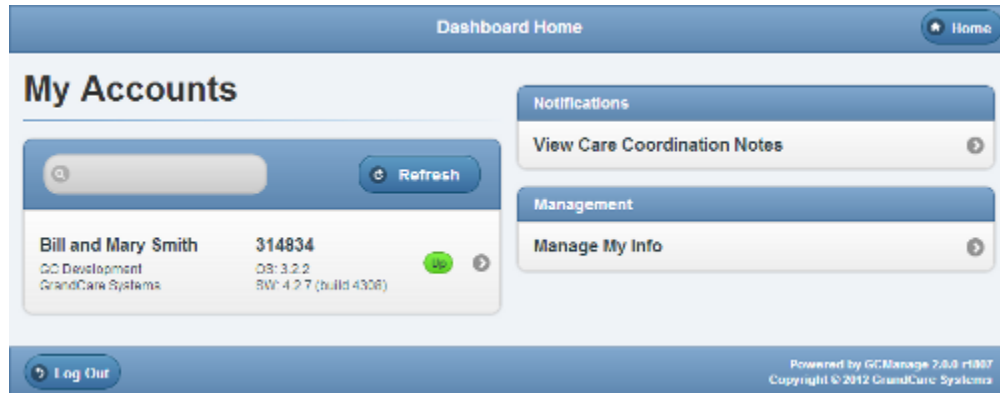


Typically there is one Account Admin for an account, who has the responsibility for setting up new users and caregivers, and determining which users have which roles on the system. (The Account Admin is equivalent to the "Primary Como User" in previous versions of the Online Care Portal.)

Account Caregiver

An Account Caregiver can do everything an Account Admin can do, except for adding new users. An Account Caregiver:

- Has full access to all the Care Menu features for all Residents assigned to the Account
- Can add and edit Residents and Caregivers on the Account
- Can receive alerts and notifications.

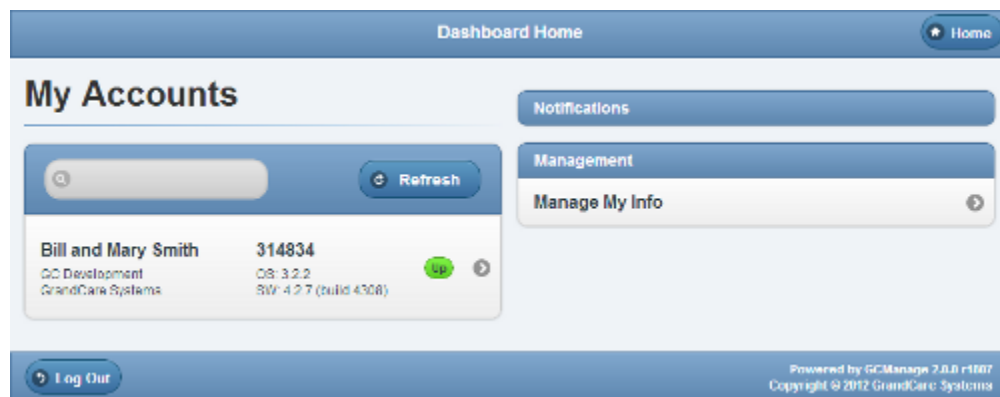


This is the typical user level used for most of the adult children or home health care professionals. This level user can view motion and door sensors, view health readings and Care Coordination Notes, edit rules, and use all the social features of the system.

Account Communicator

An Account Communicator is the most limited user level. An Account Communicator:

- Has limited access to Care Menu features for all Residents assigned to the Account
- Can add messages, pictures, emails, etc. for all the Residents assigned to the Account
- Can receive alerts and notifications
- Cannot access any health data, activity data, rules, or Care Coordination Notes
- Cannot add or edit Residents and Caregivers on the Account.



This is the typical level for most grandchildren or acquaintances of the Account Residents.

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